

2-2015

# Serials Renewal Cycle: Doing it the SMU (A Different U) Way!

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## Citation

HENG, Kai Leong. Serials Renewal Cycle: Doing it the SMU (A Different U) Way!. (2015). *Electronic Resources and Libraries Conference, 23-25 February 2015*. Research Collection Library.

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# *Serials renewal cycle – doing it the SMU (A Different U) way!*

*By Heng Kai Leong*  
*Electronic Resources Librarian*









*50,000 Books, 110,000 e-Books*

*160 Databases, 70,000 Journals*

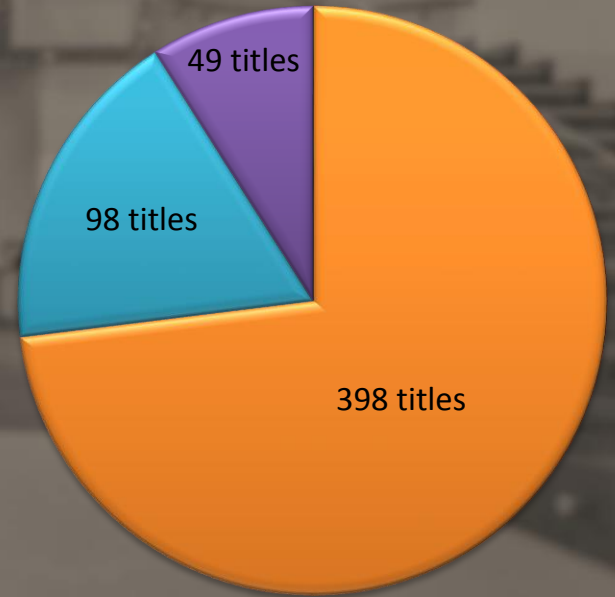
*7,000 Students and Faculty*

**S♥U15**  
ANNIVERSARY



# Overview of SMU's Serials Collection

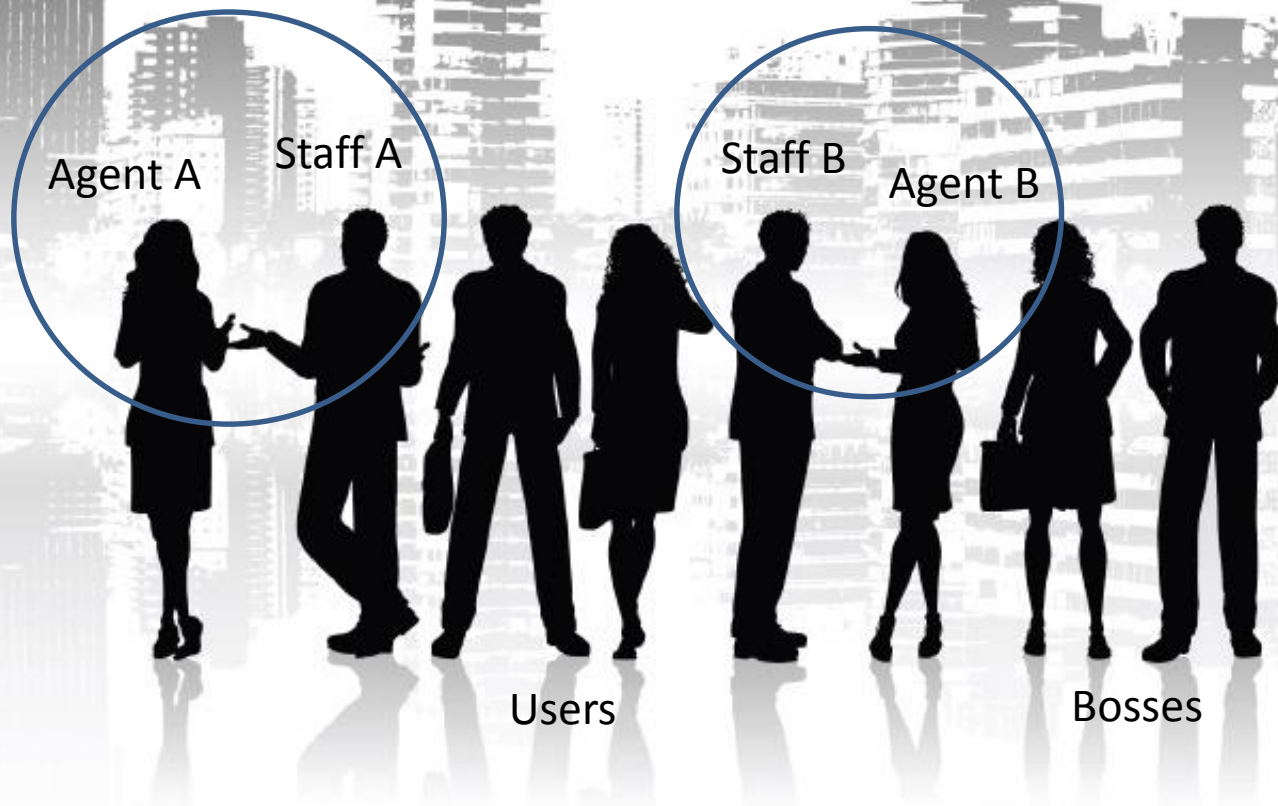
Out of the 70,000 Journals,  
500+ titles are subscribed individually  
(Mostly thru' an agent)



Online Print Print + Online

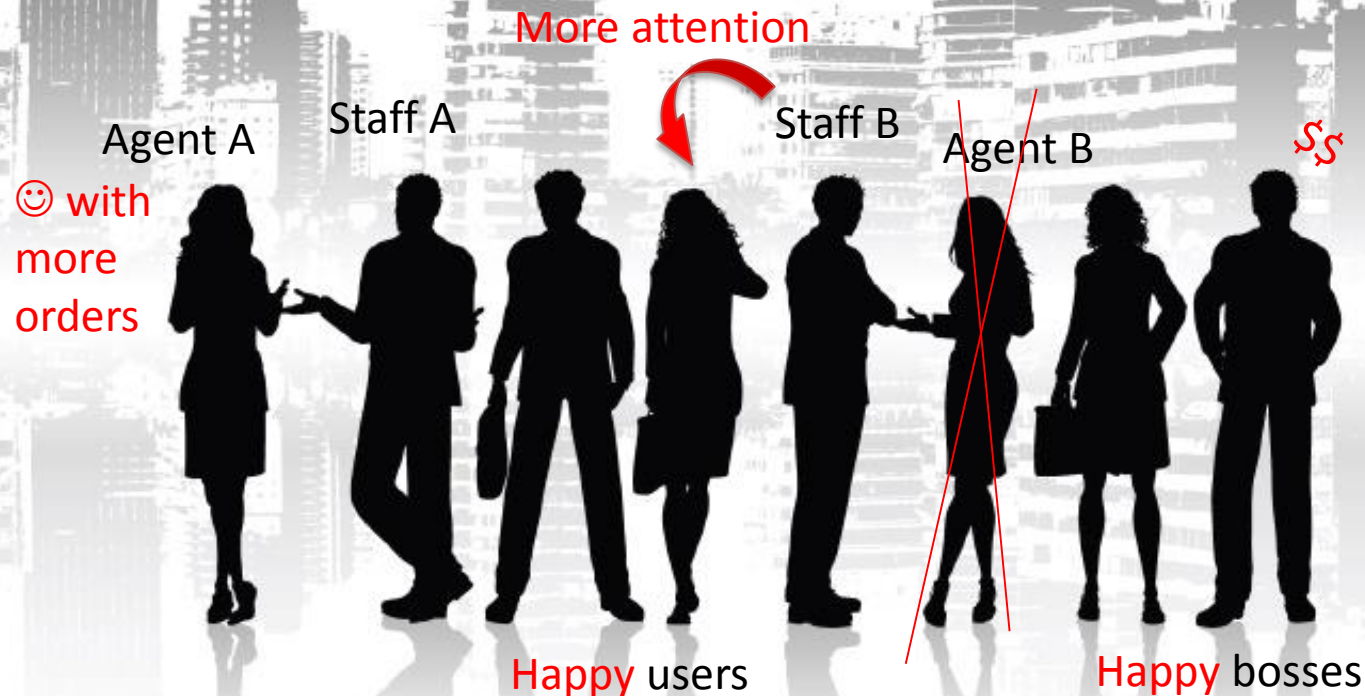
# Before....

- ❖ 500 orders shared between 2 subscription agents.
- ❖ 1 library staff designated to each agent
- ❖ Annual exercise with Reference Librarians to evaluate the collection to cancel/renew/add titles
- ❖ Time consuming process – can we not do this every year?
- ❖ Good way to optimize staff strength? Complacent agents?



# After....

- ❖ Alternate year: Title evaluation or agent evaluation
- ❖ Reduced frequency of time-consuming process
  - ✓ Savings on manpower (3.7 months)
  - ✓ Staff to focus on value-add tasks to improve service level
- ❖ Appoint single agent on a 2 year term
  - ✓ Streamlined workflow
  - ✓ Savings on cost (By economy of scale)
  - ✓ Spur increased competition



## BEFORE → AFTER

Year  
2012

Jan:  
Start of subscription

Sep/Oct:  
Title evaluation  
(Request quotation)

Nov/Dec:  
Confirm renewal with  
2 agents

Year  
2013

Start of subscription

Agent evaluation  
(Request quotation +  
review SLA)

Confirm renewal with  
appointed agent  
(2 year term)

Year  
2014

Start of subscription

Retrieve usage statistics  
and alert Reference  
Librarian if a title has  
low usage

Title evaluation  
(Request quotation  
from appointed agent)

Confirm renewal with  
appointed agent



# How to get the most out of the agent?

- Service Level Agreement
- Service Level Agreement on a given template
- Quotation in Excel
- Quotation in Excel with data arranged to your needs



# Template at a glance

1. Service overview
2. Ordering
  - New titles
  - Renewals
3. Invoicing
4. Cancellation
5. Claiming
6. Reports
7. Value-add services (provided at no additional cost)
  - Eg: Subscription management portal, Missing copy bank , EDI-claiming/invoicing etc.
8. Additional services (optional with additional cost)
  - Eg: Consolidation service, Usage analytical tool, Shelf- ready processing , etc.



*end*